



Job Title: Volunteer and Community Partnerships Manager

Department: Development/Administration

Reports To: Development Director

FLSA Status: Full-time; Exempt

Salary Range: \$51,000-55,000

Prepared Date: 10/31/2021

Organization Description:

Since 1974 the International Institute of Minnesota has resettled 25,000 refugees in the Twin Cities and remains one of the largest sponsors of refugees statewide. Its immigration and citizenship services helped more than 15,000 New Americans apply for U.S. citizenship since 2001. From 2012 to today, the Institute experienced exponential growth. As a nationally recognized leader in education and workforce development, the Institute is currently undergoing a \$12.5 million capital campaign to expand its Como Avenue facility to serve an addition 500 participants annually. With more than 26 million refugees worldwide waiting to begin new lives, and an increasing workforce shortage in Minnesota, the Institute's programs and mission are more important than ever.

Purpose:

The Volunteer and Community Partnerships Manager connects the talents and time of the community to contribute to the mission of the International Institute of Minnesota. This position is a community builder who develops positive relationships with volunteers, program alumni and staff. It facilitates the meaningful engagement of community organizations, ethnic, faith-based, and civic organizations to participate in welcoming immigrants and refugees to Minnesota. It provides ongoing connections to Institute alumni so they can offer support to current clients and students. And it leads all aspects of communication, training, coaching and program implementation to ensure positive experiences for all volunteers. This is one of five employees on the Institute's development team, inclusive of individual giving, grants and contracts, communications, and volunteer programs. It reports to the Director of Development.

Primary duties and responsibilities:

1. Volunteer Program Implementation and Management (50%)

- Provide leadership to build the volunteer capacity of IIMN by developing appropriate volunteer roles that align with needed capacity.
- Manage all aspects of the volunteer experience throughout the organization including but not limited to recruiting, screening, compliance with volunteer policies, training and placing volunteers in positions to maximize time program staff spend on program delivery.

- Re-start and manage the Refugee Mentor, Bus Buddy and Housing Set-Up programs. Record volunteer time donated in refugee services programs monthly to partially satisfy federal contributions requirements.
- Maintain all volunteer data and reports accurately in Neon CRM. Use WordPress, Jotform and other software tools to ensure a seamless application and onboarding experience. Ensure volunteer opportunities are up-to-date and accurate on the Institute's website.
- Lead volunteer program evaluation and ensure volunteer, staff and client satisfaction in the volunteer program.
- Coordinate and acknowledge in-kind and needed donations (winter gear, classroom supplies, targeted household items and non-monetary forms of assistance) to support clients' basic needs across Institute programs.
- Advise and participate in developing strategic plans and goals for the Institute's development team.

2. Internship Program Support (10%)

- Provide support to recruit and onboard Institute interns.
- Create and edit relevant marketing materials, post internship openings on the Institute's website, share applications with hiring staff and ensure all interns receive training and comply with Institute policies.
- Maintain relationships with college, university, and nonprofit partners to ensure positions are shared through appropriate networks.

3. Community Partnerships (20%)

- Build connections and maintain partnerships with civic organizations, schools, ethnic and faith community organizations, employers, and donors to contribute to the Institute's mission as volunteers, in-kind donors and financial supporters.
- Communicate the Institute's mission and volunteer needs to engage corporate employee resource groups and connect volunteers to ongoing and one time volunteer opportunities.
- Support service day volunteer events and facilitate skills-based volunteering inquiries and projects.
- Prepare and empower community groups to organize donation drives on behalf of the Institute's programs.

4. Alumni Engagement (20%)

- Develop, coordinate, and evaluate community-driven programs and activities that promote former student and client engagement in the Institute.
- Build and maintain relationships with Institute alumni to support their connections to the Institute's mission and programs.
- Conduct outreach, events, and presentations; and develop communications and marketing content that inspire and recognize contributions by clients, students, and alumni.
- Support special projects led by Institute alumni that advance the mission and strategic priorities of the Institute.

Qualifications:

The Volunteer and Community Partnerships Manager should have, at a minimum, four years' work experience in volunteer management, human resources, program management, alumni, or public relations roles. The Institute requires its employees to be fully vaccinated for COVID-19.

Candidates must possess:

- Strong commitment to the Institute's mission, the Institute's intercultural community and advancing inclusion.
- Ability to develop positive relationships with Institute alumni, donors, staff and supporters.
- Excellent verbal, written and interpersonal communication skills.
- Ability to problem solve, be flexible and develop systems that evolve a growing team and organization.

Preferred

- Former refugees, New Americans, and people of color are highly encouraged to apply
- Previous hiring, training and supervisory experience
- CRM experience (we use the platform NeonCRM)
- Public speaking experience

Physical Demands:

Use of manual dexterity, tactile, visual, and audio acuity. Use of repetitive motion, prolonged periods of sitting, and sustained visual and mental applications and demands. Occasional lifting (up to 25 pounds), bending, pulling, and carrying.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To Apply:

Send cover letter and resume to CErtz@iimn.org . Please include "Volunteer and Community Partnerships Manager" in the subject line. No phone calls or walk-ins please. Position is open until filled.

Equal Employment Opportunity:

International Institute of Minnesota is an equal opportunity employer